

### Activity # 3-3

**Learning Activity:** “But I Don’t Have Customers”

**Goal:** Help students recognize that all have customers, even if we don’t work with customers.

**Materials:**

Handouts for each participant: Agree /Disagree questionnaire

Flipchart to record group responses

Markers

Tape (so groups can post their discussion notes *if this method is selected*)

**Time:**

3 minutes to complete individually

5 minutes to discuss in pairs (or groups)

15 minutes to debrief with entire group

**Instructions:**

Instruct participants to spend 3 minutes answering the questions

Divide participants into pairs or teams (or assign two questions to each pair/team and ask them to discuss why they answered true or false). Ask them to discuss their responses for 5 minutes.

Possibly have those record responses on flipcharts.

Debrief by:

a) Allowing each pairs or teams to present or

b) Facilitator reviews each question and allow for active participation

**Key Learning Points:**

We all have customers.

Everyone that comes to us for help is a customer including co-workers, bosses, and employees from other departments who need our help.

“But I Don’t Have Customers”
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PLEASE CHECK EACH STATEMENT EITHER: A FOR AGREE OR D FOR DISAGREE

1. People who talk with those outside of our organization are the only ones who have responsibility for customer satisfaction.	A	D
2. "Client" is often a good term to substitute for "customer."	A	D
3. People will understand if you are having a down day and are more temperamental than normal.	A	D
4. If a person know how to do something well, they will automatically do it well every time.	A	D
5. If something does not feel natural, you automatically shouldn't do it.	A	D
6. Your situation may be different, and you don't have customers.	A	D
7. If you use a new idea once and it doesn't work, never use it again.	A	D
8. Learning customer skills may require the kind of discipline and practice that is common to becoming an accomplished athlete.	A	D
9. Every time you pick up the telephone, you are the organization.	A	D

### Answer Key

PLEASE CHECK EACH STATEMENT EITHER: A FOR AGREE OR D FOR DISAGREE

1. People who talk with those outside of our organization are the only ones who have responsibility for customer satisfaction.		<b>D</b>
2. "Client" is often a good term to substitute for "customer".	<b>A</b>	
3. People will understand if you are having a down day and are more temperamental than normal.		<b>D</b>
4. If a person know how to do something well, they will automatically do it well every time..		<b>D</b>
5. If something does not feel natural you automatically shouldn't do it.		<b>D</b>
6. Your situation may be different, and you don't have customers.		<b>D</b>
7. If you use a new idea once and it doesn't work, never use it again.		<b>D</b>
8. Learning customer skills may require the kind of discipline and practice that is common to becoming an accomplished athlete.	<b>A</b>	
9. Every time you pick up the telephone, you are the organization.	<b>A</b>	